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Maine Works Jobs for Your Future ITV Resource Packet: Social Services

Maine Occupational Information Coordinating Committee

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MAY 3 1990

DAYDREAMS

Every now and then I drift —
Drift beyond the clouds.

At night I float away to a place
I call my own.

Here life is the way I always wanted it to be.

Nolonger down—
Nolonger out—
Nolonger tired of that same life.

I drift back to me— my space—

Who am I? Who will I be?

Then I return. The pain hits, and like the rain—
Tears begin to fall.

Gasping I move— to find my island of dreams.

Excerpted and adapted from "Daydreams,"
a poem in the booklet, *A Cheek With a Tear*,
published by the Portland YWCA

INTRODUCTION

The poem on the facing page depicts the dreams, the hopes and the realities of a sixteen year old seeking identity and fit into our society. Each of us can see our ideal self and our ideal world. In a sense we feel the pains, the joys and the fears of our past, present and future lives. Yet many of us are not the victims of incest, sexual abuse, alcoholism or drug addiction. We have all in some manner sought a safe harbor. But for the majority, safety is not defined as leaving home and living on the streets. Contained within this booklet are profiles of people and jobs found within the field of social services.

This is the seventh Maine Works program hosted by Governor McKernan. It features occupations in the fields of social and human services. Depicted within this booklet are occupational profiles of workers within the Portland YWCA and other service agencies that help those in need within our society.

THE PORTLAND YOUNG WOMEN'S CHRISTIAN ASSOCIATION

A PROFILE

PURPOSE: The Young Women's Christian Association of the United States of America draws together into responsible membership women and girls of diverse experiences, that their lives may be open to new understanding and deeper relationships and that together they may join in the struggle for peace, freedom and dignity for all people. The Association will thrust its collective power toward the elimination of racism wherever it exists.

MISSION STATEMENT: The mission of the Young Women's Christian Association of Portland is to advocate for the empowerment of all women in our community while providing a support system of services and programs responsive to their needs.

PROGRAMS AND SERVICES:

- Adult Health Promotion Services (Aquacises, Basketball, Downtown Runners, Fitness Studio, Sauna, Swim Lessons, Self Defense/Karate, Stroke Improvement, Volleyball)
- Other Adult Programs (Bridge, Career Workshop, Knitting, Oil Painting, Quilting, Reader's Roundtable)
- Youth Programming (Aquakids, Child Care, Craft Corner, Downhill Ski Club, Drawing and Painting, Gymnastics, Karate, Sports Network, Vacation Day Camps)
- Programming for the Very Young (Creative Corner, Infant Gym & Swim, Kinderchise, Tumbletots)
- Social Services Programs (The Street Program, Fair Harbor Residence, Teen Parent Services, Emergency Shelter)
- Women's Residence (The Portland YWCA provides a safe, secure and affordable living accommodations for women in transition who are age 18 or over.)

Following are personal occupational profiles of individuals who work in social services positions at the YWCA.

RESIDENCE DIRECTOR

NANCY TIMBERLAKE: *I enjoy working with people and prefer a job which has a direct and positive social impact. The challenge and satisfaction of helping others and seeing positive changes in people lives. Knowing that sometimes needed services are not available or are too expensive is a negative aspect of the job.*

JOB DESCRIPTION:

The Residence Director is responsible for the administration and supervision of a 95-bed women's residence program designed to meet the housing and support needs of women in transition.

TYPICAL DUTIES:

- Develops and implements policies and procedures for the operation of the Residence.
- Actively markets the Residence to attract suitable residents and ensure that the Residence is fully occupied.
- Assesses and accepts prospective applicants, and informs residents of procedures and responsibilities for the space provided.
- Monitors the collection of rent payments.
- Prepares annual Residence budget in consultation with the Executive Director.
- Recruits, hires, trains and supervises staff.
- Maintains relationships with other Young Women's Christian Association programs.
- Maintains an efficient record keeping system.
- Promotes good relationships with community agencies serving women and the homeless.

QUALIFICATIONS:

Bachelor's degree in Human Services or related field.

PROGRAM DIRECTOR

TEEN PARENT SERVICES

KATHERINE CHAIKLIN: *For me working in social services was a natural evolution from political activity trying to create a healthier social system to working with the participants in these systems. I enjoy the challenge of trying to create the best possible service program with limited resources. My job allows me to feel a deep sense of connectedness as a human being to those whose life situation may be very different from my own.*

JOB DESCRIPTION: The Teen Parent Services Director is a professional level staff position with responsibilities for creating, implementing and maintaining programming, staffing, and services for the Teen Parent Services Program (TPSP). The Director is responsible for developing adequate funding to ensure program implementation and continuation.

TYPICAL DUTIES:

- Supervises record keeping and data collection, and prepares all reports.
- Coordinates programming and client participation with the YWCA Child Care Director.
- Evaluates and develops the Teen Parent Services programming in conjunction with client input and evaluation.
- Responsible for fiscal management of the TPSP.
- Serves as a liaison to and prime mover of inter-agency cooperation in providing services to the TPSP.
- Works with educators to ensure that clients receive appropriate educational programming.
- Advocates human services delivery system so that services to at-risk teens and teen parents continue and expand.

QUALIFICATIONS: MSW or Master's Degree in related field or equivalent experience in direct services to adolescents.

CASE MANAGER

TEEN PARENT SERVICES

SUSAN VANGELI: *I enjoy working with people by better understanding myself and through experiencing life. A lack of resources for people, especially housing is a thing that I dislike about this job. You need to be open minded and your own life experiences are invaluable.*

JOB DESCRIPTION:

The Case Manager for Teen Parent Services works as part of a direct service team to provide program services.

TYPICAL DUTIES:

- Provides case management for 15 high-risk teen parents.
- Provides individual counseling, out-reach, case planning, and crisis intervention services for these clients.
- Makes referrals and provide case coordination with other providers as necessary.
- Advocates within the community service system on behalf of clients, and works with clients so that they are able to advocate for themselves.
- Co-facilitates parenting education classes and support groups for clients.
- Maintains accurate and updated written records for all clients followed.

QUALIFICATIONS:

Bachelor's Degree in Social Welfare or related field.

CASE MANAGER

FAIR HARBOR EMERGENCY SHELTER

TRINA LEVIN: *I wanted to work with children and adolescents in a capacity other than as a teacher. I appreciate the support of an all female staff, enjoy the flexibility of my schedule, love working with this population and age group. It's a stressful type of job. Anyone wishing to take up stress-related work should be sure to have many outlets and a fulfilling personal life.*

JOB DESCRIPTION:

Works in a team environment developing and implementing case plans for client.

TYPICAL DUTIES:

- Receives shelter requests and evaluates referrals.
- Conducts intakes.
- Develops case plans which provide for delivery client services.
- Coordinates with referring agencies to explore, evaluate and recommend services.
- Develops and implements follow-up plans for clients.
- Engages families in the intervention process.
- Maintains written client records, and ensures the completeness of clients' files.
- Schedules staff and is responsible for weekly time cards, and personnel functions.

QUALIFICATIONS:

Bachelor's degree in Human Service, Psychology, or a related field, and at least two years experience working with adolescents in a residential or clinical setting.

STREET WORKER

JANE HERSEY: *I enjoy working with people and felt I could help improve the quality of their lives. Also, to offer support to those who have none. I like working with street youth; being able to build trusting relationships and to engage in counseling with them. Each day is challenging and never the same. At times it is very stressful but with good support this is manageable. The resources that are available are limited and this can be very frustrating. Try to do some work in this field before committing yourself. For instance Ingraham Volunteers, Rape Crisis Center, or volunteer work through an agency.*

JOB DESCRIPTION:

Street Worker performs individual and group counseling, and provides basic support services to street youth of Portland. This position requires that the counselor be able to make rapid, accurate assessments and to work spontaneously in a stressful, sometimes hostile, environment.

TYPICAL DUTIES:

- Develops and maintains relationships with street youth.
- Completes psychosocial assessment of youth to determine eligibility for services.
- Develops and implements case/treatment plan for youth.
- Provides individual and/or group counseling for eligible youth.
- Provides community education on issues relevant to street youth.
- Maintains relationships with other YWCA programs.
- Promotes good relationships with community agencies serving women and homeless.

QUALIFICATIONS: B.A. in social welfare, psychology or a related field.

SOCIAL WORKER

PSYCHIATRIC

LESLIE STEVENS: *I like working with people rather than in an office doing paperwork. I enjoy being a therapist. It's never boring. I especially enjoy working with young people on a one to one basis. Every day is interesting and different. Working in social services can be very stressful because people often have numerous problems and want you to deal with them all at once. Try doing this work before committing yourself to a career in it. Be sure you enjoy listening to people and working with them. Try working on a Hotline or as a psychiatric aide in a hospital.*

JOB DESCRIPTION:

The clinical-social worker is a member of the Transdisciplinary Team of the Portland Area Homeless Children's Mental Health Project and is responsible for screening, evaluation and assessment, counseling and case management services to severely emotionally disturbed adolescents.

TYPICAL DUTIES:

- Participates on the Transdisciplinary Team for the Portland Area Children's Mental Health Project.
- Conducts screening, evaluations and assessments of homeless youth at community resources and other places where homeless adolescents congregate.
- Provides crisis intervention, problem solving and counseling as needed for street youth.
- Provides intensive mental health treatment service to a small caseload of 8-10 youth, at a time, in accordance with a treatment plan.
- Maintains accurate written records on all clients served in accordance with Street Program policies.

SOCIAL SERVICES POSITIONS

IN STATE GOVERNMENT

Throughout Maine state government there are many opportunities to work in the field of social services. Following are five occupations that are found within the Maine Department of Human Services. The sixth occupation in this section profiles a worker in a long term residency setting that utilizes state and or federal money to operate.

MOBILITY AND ORIENTATION INSTRUCTOR FOR THE BLIND

DESCRIPTION: This is professional services work in instructing legally blind individuals in methods of travel.

TYPICAL DUTIES:

- Teaches blind persons to travel independently using remaining senses in order to improve mobility.
- Tests and trains blind persons in areas such as concept development and spatial awareness.
- Determines feasibility of orientation and mobility training for client through evaluation of services available.

MINIMUM QUALIFICATIONS: A Master's Degree in Peripatology

PROTECTIVE INTAKE WORKER

JOB DESCRIPTION:

This is a paraprofessional social work position that involves screening potential clients in order to assess social service needs. Work includes assessing social service needs and referring individuals to community services.

TYPICAL DUTIES:

- Interviews individuals seeking assistance in order to gather information for processing referrals.
- Assesses problems and requests for social services in order to determine whether service is available through public or private sources.
- Reviews information, circumstances and related data in order to determine nature and severity of referral and make appropriate referral to field office resources and services.
- Records physical, emotional, mental and life-threatening characteristics of client, family, referent in order to provide all intake information needed to initiate assessment of referral.

MINIMUM QUALIFICATIONS:

Two years experience in a social services field which includes day-to-day contact with clients or two years of education in a social services field.

ALCOHOL REHABILITATION COUNSELOR II

DESCRIPTION: This is a professional counseling position that involves substance abuse counseling and referral work in alcohol and drug rehabilitation. Responsibilities include evaluating and assessing client alcohol and drug problems, developing and coordinating client treatment plans with available community resources, and providing individual and group therapy for clients.

TYPICAL DUTIES:

- Assesses client substance abuse problems.
- Confers with client in order to reach agreement in appropriate treatment plan.
- Refers client to appropriate substance abuse treatment resource.
- Testifies in judicial proceedings and other hearings about nature and extent of substance abuse problems and plans for treatment.
- Counsels client in individual or group setting.
- Trains and answers questions of individuals, state agency personnel, and community groups in order to meet program objectives of identifying client needs.

MINIMUM QUALIFICATIONS: A six year combination of training, education, and experience including a Bachelor's degree in substance abuse area or related field or equivalent in directly related work experience and two years experience in substance abuse counseling.

PSYCHIATRIC SOCIAL WORKER II

DESCRIPTION:

This professional psychiatric casework responsible for the rehabilitation of persons who have, or have had, serious mental, emotional and behavioral disturbances in an institutional, comprehensive or out-patient mental health facility.

TYPICAL DUTIES:

- Designs policies and procedures relative to patient capacity and rights and coordinates the pre-parathion of guardianship materials.
- Interviews patients and their relatives to collect and complete extensive social case histories.
- Confers with doctors, psychologists and other team professionals to plan treatment.
- Counsels clients individually to solve problems, prepare discharge plans or provide crisis intervention support.
- Arranges and implements group therapy sessions.
- Finds homes and places clients in the community.
- Develops and completes records and reports on resident history.
- Develops and implements placement programs and discharge procedures.

MINIMUM QUALIFICATIONS:

A Master's Degree in Social Work including courses in Psychiatric Social Work and one year experience in Psychiatric Social Work.

CHILD COUNSELOR

VISUALLY HANDICAPPED

DESCRIPTION:

This is professional services work in counseling and educational placement of visually handicapped children from birth through high school.

TYPICAL DUTIES:

- Counsels and instructs parents of visually-handicapped children in eye care services, adjustment to the handicapped and techniques of acquisition of basic skills.
- Assesses the adaptability of visually handicapped children for educational programs in order to determine a formal education plan.
- Coordinates arrangements for formal educational programs in nursery schools, public schools, and/or schools for the blind, or arranges for the placement of non-educable blind children.
- Writes case records including financial, medical and educational reports, in order to document program activities.

MINIMUM QUALIFICATIONS:

A four year college degree in Education with specialization in pre-school or Early Childhood Development or a four year degree in Education of the Blind or Visually Handicapped.

CHAPLAIN II

DESCRIPTION:

Director of religious activities in a state institution.

TYPICAL DUTIES:

- Plans, and directs the work activities of staff to facilitate the attainment of the unit's work goals.
- Develops and instructs courses to orient and train clergy or seminary students in clinical pastoral education.
- Conducts worship services of the institution residents.
- Observes appropriate sacraments on a regular basis or in such a manner as to benefit the residents.
- Provides guidance to families of residents.

MINIMUM QUALIFICATIONS:

Be fully ordained as a minister, priest or rabbi and/or have recognition as a clergy person by a national ecclesiastical body or its regional sub-division, have ecclesiastical endorsement by his/her denomination, with minimum of years pastoral experience.

GROUP HOME PROGRAM DIRECTOR

CLARK STREET RESIDENCE

A LONG TERM PSYCHIATRIC REHABILITATION PROGRAM

BRIAN J. NORCIA: *In college I studied child psychology with the idea of entering a field of work that dealt with public awareness and involvement around the issues of abuse and parenting. When I graduated I accepted a position as a live-in mental health counselor in Augusta. I soon discovered that many of the difficulties faced by the mentally ill and the elderly could be associated with the formative issues of child development. I enjoy helping others better themselves or develop a self with a greater coping capacity. Jobs in this field tend to be flexible and always changing. The constant opportunity to learn new things about people and myself I find motivating. Even though I feel really positive about my work, there are some down sides. The pay is low. Screening new staff can be a difficult challenge. There is too much paper work. Often people hold negative attitudes towards social work.*

TYPICAL DUTIES:

- Coordinates staffing and assigns work load.
- Evaluates and supervises senior counselor and case manager.
- Certifies all prospective residents as regulations require for B.M.H. agencies.
- Writes monthly and quarterly reports describing program activities.
- Keeps an active role in resident treatment through client reviews, crisis interventions, and advocacy.
- Interviews prospective clients.
- Maintains facility through proper upkeep.

EDUCATION: A Bachelor of Arts in the field of human services administration.

OCCUPATIONS IN THE FIELD OF SOCIAL SERVICES

JOB TITLE	SALARY RANGE	EDUCATION LEVEL
YWCA Residence Director	\$16790 - 24806	College
Teen Parent Services Dir.	\$20435 - 30912	Graduate School
Emerg. Shelter Case Mgr.	\$14267 - 21079	College
Psychiatric Social Worker	\$20408 - 24806	Graduate School
Teen Parent Case Mgr.	\$20408 - 24806	College
Street Worker	\$14267 - 21079	College
Protective Intake Worker	\$17900 - 24000	College (2 year)
Alcohol Rehab. Counselor	\$20200 - 27400	College
Psych. Social Worker I	\$19400 - 26300	Graduate School
Visually Handicapped Child Counselor	\$21100 - 28800	College
Mobility & Orientation Instructor for the Blind	\$21100 - 28800	Graduate School
Chaplain II	\$24300 - 33400	College (Divinity)
Group Home Program Dir.	\$18500 - 25000	College

Salary information reflects typical salaries and average from data collected by the State of Maine.

CREDITS

This booklet was compiled by the staff of the Maine Occupational Information Coordinating Committee. Descriptive information was provided by Portland's YWCA, personnel bulletins from the Maine Department of Human Services and the Clark Street Residence Program, Portland, Maine.

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Salary information was obtained from personnel bulletins and the Occupational Information System for Program Planning.

More information can be obtained by accessing the Maine Career Information Delivery System and the Maine Job Box.

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